



## Complete Summary

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### TITLE

Behavioral health care patients' experiences: percentage of adult patients who reported how much of a problem they had getting treatment and information from their health plan or managed behavior health organization.

### SOURCE(S)

ECHO® Survey and Reporting Kit 2004. Rockville (MD): Agency for Healthcare Research and Quality (AHRO); 2004. Various p.

Welcome to the CAHPS Survey Users Network [<http://www.cahps-sun.org/Home/Index.asp>]. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRO); [cited 2004 Apr 15]. [3 p].

### Brief Abstract

### DESCRIPTION

This composite measure indicates the percentage of adult patients who indicated how much of a problem ("Not a problem," "A small problem," or "A big problem") they had getting treatment and information from their health plan or managed behavior health organization (MBHO). The "Getting Treatment and Information from the Plan or MBHO" composite measure is based on six questions for patients enrolled in managed care organizations and two questions for patient's enrolled in MBHOs on the Experience of Care and Health Outcomes (ECHO) Survey.

### RATIONALE

Consumer ratings and reports of their behavioral health care and the health plan or managed behavioral health care organization (MBHO) that provide that care are important measures of the quality of behavioral health treatment. National efforts to develop quality indicators for behavioral health care by treatment providers, researchers and policymakers have all included consumer ratings. Moreover, many behavioral health care treatment providers use consumer ratings as a component of their quality improvement processes.

The Experience of Care and Health Outcomes (ECHO) Survey is designed to collect information on patients' experiences with behavioral health care. It produces data that can be useful for patients, clinicians, managed behavioral healthcare organizations (MBHO), health care plans, purchasers, States, and Federal agencies. This ECHO Survey is part of the CAHPS family of surveys, which are developed and supported by a public-private consortium of researchers sponsored by the Agency for Healthcare Research and Quality (AHRO).

The ECHO Survey can be used for the following purposes:

- To satisfy external standards.
- To improve the quality of mental health and substance abuse services.
- To monitor the quality of behavioral health organizations.
- To hold providers accountable through public reporting.

#### PRIMARY CLINICAL COMPONENT

Behavioral health care; patients' experiences; getting needed treatment and information

#### DENOMINATOR DESCRIPTION

Health plan members age 18 years and older, enrolled in a managed care organization (MCO) or managed behavioral health organization (MBHO) for the previous 12 months with no more than one break in enrollment of up to 45 days during the enrollment period, who received behavioral care services and who answered the "Getting Treatment and Information from the Plan or MBHO" questions on the Experience of Care and Health Outcomes (ECHO) Survey

#### NUMERATOR DESCRIPTION

The number of health plan members from the denominator who indicated "Not a problem," "A small problem," or "A big problem" on the questions regarding their experiences in getting treatment and information

### Evidence Supporting the Measure

#### PRIMARY MEASURE DOMAIN

Patient Experience

#### SECONDARY MEASURE DOMAIN

Not applicable

#### EVIDENCE SUPPORTING THE MEASURE

A formal consensus procedure involving experts in relevant clinical, methodological, and organizational sciences

### Evidence Supporting Need for the Measure

#### NEED FOR THE MEASURE

Use of this measure to improve performance  
Wide variation in quality for the performance measured

## EVIDENCE SUPPORTING NEED FOR THE MEASURE

Eisen SV, Shaul JA, Clarridge B, Nelson D, Spink J, Cleary PD. Development of a consumer survey for behavioral health services. Psychiatr Serv 1999 Jun; 50(6): 793-8.

### State of Use of the Measure

#### STATE OF USE

Current routine use

#### CURRENT USE

Accreditation  
Internal quality improvement

### Application of Measure in its Current Use

#### CARE SETTING

Behavioral Health Care  
Managed Care Plans

#### PROFESSIONALS RESPONSIBLE FOR HEALTH CARE

Measure is not provider specific

#### LOWEST LEVEL OF HEALTH CARE DELIVERY ADDRESSED

Single Health Care Delivery Organizations

#### TARGET POPULATION AGE

Age greater than or equal to 18 years

#### TARGET POPULATION GENDER

Either male or female

#### STRATIFICATION BY VULNERABLE POPULATIONS

Unspecified

### Characteristics of the Primary Clinical Component

#### INCIDENCE/PREVALENCE

Unspecified

## ASSOCIATION WITH VULNERABLE POPULATIONS

Unspecified

## BURDEN OF ILLNESS

Unspecified

## UTILIZATION

Unspecified

## COSTS

Unspecified

## Institute of Medicine National Healthcare Quality Report Categories

### IOM CARE NEED

Getting Better  
Living with Illness

### IOM DOMAIN

Patient-centeredness

## Data Collection for the Measure

### CASE FINDING

Users of care only

### DESCRIPTION OF CASE FINDING

Health plan members age 18 years and older (as of January 1 of the current year), who have been enrolled in a managed care organization (MCO) or a managed behavioral health organization (MBHO) for the previous 12 months with no more than one break in enrollment of up to 45 days during the enrollment period

### DENOMINATOR SAMPLING FRAME

Patients associated with provider

### DENOMINATOR (INDEX) EVENT

## Patient Characteristic

### DENOMINATOR INCLUSIONS/EXCLUSIONS

#### Inclusions

Health plan members age 18 years and older, enrolled in a managed care organization (MCO) or managed behavioral health organization (MBHO) for the previous 12 months with no more than one break in enrollment of up to 45 days during the enrollment period, who

- received ambulatory or outpatient and day/night behavioral health care services during the evaluation period including outpatient visits or treatment sessions, medications, partial treatment, or day or night treatment, and
- answered the "Getting Treatment and Information from the Plan or MBHO" questions on the Experience of Care and Health Outcomes (ECHO) Survey.

Include refusals, non-response, and bad addresses/phone numbers.

Refer to the original measure documentation for further details including administrative codes developed to identify patients who have received services.

#### Exclusions

- Deceased
- Ineligible (not enrolled in the plan)

### NUMERATOR INCLUSIONS/EXCLUSIONS

#### Inclusions

The number of health plan members from the denominator who indicated "Not a problem," "A small problem," or "A big problem" on the questions regarding their experiences in getting treatment and information

#### Exclusions

Unspecified

### DENOMINATOR TIME WINDOW

Time window precedes index event

### NUMERATOR TIME WINDOW

Fixed time period

### DATA SOURCE

Administrative data and patient survey

### LEVEL OF DETERMINATION OF QUALITY

Not Individual Case

#### PRE-EXISTING INSTRUMENT USED

Unspecified

#### Computation of the Measure

#### SCORING

Non-weighted Score/Composite/Scale

#### INTERPRETATION OF SCORE

Better quality is associated with a higher score

#### ALLOWANCE FOR PATIENT FACTORS

Case-mix adjustment

#### DESCRIPTION OF ALLOWANCE FOR PATIENT FACTORS

CAHPS recommends adjusting the data for respondent age, education, and general health status.

If the sample size is sufficient, responses may be analyzed for specific sub-populations, such as respondents with chronic conditions.

#### STANDARD OF COMPARISON

External comparison at a point in time  
Internal time comparison

#### Evaluation of Measure Properties

#### EXTENT OF MEASURE TESTING

The ECHO Survey 3.0 is the product of nearly six years of research and testing, as well as extensive consultations with behavioral health care experts and consumers.

The ECHO Development Team produced a draft instrument based on the Consumer Assessment of Behavioral Health Services (CABHS) instrument and the Mental Health Statistics Improvement Program (MHSIP) survey. The draft was reviewed by multiple stakeholder groups; it was also evaluated by survey experts, administrators, mental health providers, and consumers.

The team conducted literacy testing of the draft instrument as well as cognitive testing with individuals who received behavioral health care services.

Recommended revisions to the survey based on this testing were reviewed with the ECHO Development Team to produce the draft of the survey that was field tested. The current version of the survey tested at a reading level between 7th and 8th grade.

The team then undertook a field test study to further evaluate the instrument and to refine it for use as a standardized measure of behavioral health care.

#### EVIDENCE FOR RELIABILITY/VALIDITY TESTING

Daniels AS, Shaul JA, Greenberg P, Cleary PD. The Experience of Care and Health Outcomes Survey (ECHO): a consumer survey to collect ratings of treatment, outcomes and plans. In: Maruish ME, editor(s). The use of psychological testing for treatment planning and outcome assessment. 3rd ed. Mahwah (NJ): Lawrence Erlbaum Associates; 2004.

ECHO Development Team. Shaul JA, Eisen SV, Clarridge BR, Stringfellow VL, Fowler FJ Jr, Cleary PD. Experience of care and health outcomes (ECHO) survey. Field test report: survey evaluation. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2001 May 8. 100 p.

### Identifying Information

#### ORIGINAL TITLE

Getting treatment and information from the plan or MBHO.

#### MEASURE COLLECTION

[ECHO® Survey 3.0](#)

#### MEASURE SET NAME

[ECHO® Survey 3.0 Adult Questionnaire](#)

#### SUBMITTER

Agency for Healthcare Research and Quality

#### DEVELOPER

Agency for Healthcare Research and Quality  
CAHPS Consortium  
Harvard Medical School

#### ADAPTATION

Measure was adapted from the Consumer Assessment of Behavioral Health Services (CABHS) and the Mental Health Statistics Improvement Program (MHSIP).

## PARENT MEASURE

Unspecified

## RELEASE DATE

2002 Feb

## REVISION DATE

2004 Aug

## MEASURE STATUS

This is the current release of the measure.

## SOURCE(S)

ECHO® Survey and Reporting Kit 2004. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2004. Various p.

Welcome to the CAHPS Survey Users Network [<http://www.cahps-sun.org/Home/Index.asp>]. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); [cited 2004 Apr 15]. [3 p].

## MEASURE AVAILABILITY

The individual measure, "Getting Treatment and Information from the Plan or MBHO," is published in the "ECHO Survey and Reporting Kit 2004." This Kit may be downloaded from the [CAHPS Survey Users Network Web site](#).

## COMPANION DOCUMENTS

The following is available:

- ECHO - the CAHPS behavioral health survey. [internet]. Rockville (MD): Agency for Healthcare Research and Quality (AHRQ); 2004 [cited 2004 Apr 19]. Available from the [CAHPS Survey Users Network Web site](#).

## NQMC STATUS

This NQMC summary was completed by ECRI on December 13, 2004. The information was verified by the measure developer on February 11, 2005.

## COPYRIGHT STATEMENT

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